



COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

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COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

April 22, 2003

TO: AAA Directors
Transportation Managers

FROM: Faye D. Cates, M.S.S.W.
Human Services Program Coordinator

RE: COUNTING TRANSPORTATION UNITS OF SERVICE WHEN THE CLIENT IS NOT AVAILABLE FOR THE TRIP

We have received an inquiry from the network about how to count the transportation units of service when a client schedules a trip but is not at home for the pick up – or there is a “no show.” The question was should the units, #1 Total number of one-way trips Y-T-D and # 2 Total number of unduplicated persons served Y-T-D, be counted when there is a “no show,” or the client is not available for the trip.

AoA was consulted and indicated we could count the trip but not the person. Unfortunately, in AIM you must have a service in order to count the person. Based on this information from AoA, I am issuing the following technical assistance on this issue:

The AAA cannot count any units of service when there is a scheduled trip, but the client is not available for the trip -- what we might refer to as a "no show." Costs related to these "no shows" is the cost of doing business and should be absorbed by the AAA.

So please review your current procedures related to “no shows” and discontinue reporting to VDA the transportation units of service when the client is not available for a scheduled trip.






03-147

COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

TO: Executive Directors
Area Agencies on Aging

FROM: Janet L. Honeycutt 
Director of Grant Operations

SUBJ: Simple Assistive Technology for
Safety and Security

DATE: April 22, 2003

Attached, please find the last article in a series of 6 that I have sent out to you in our Tuesday mailings.

This article is reprinted with permission from the North Dakota Interagency Program for Assistive Technology. You are welcome to reprint this information and share with others.

I hope this information will be of some value to you.



Safety & Security

I constantly leave cigarettes burning all over the house. I'm afraid I'll burn the house down one of these days.

My son likes water and wants to touch it or be near it. We're worried he may fall into our pool.

Dad has poor balance. When he is walking he holds onto the backs of chairs, the edges of tables, and other unstable things.

I don't move fast and, when the water gets too hot or too cold, I suffer the consequences.

I think my neighbor should stay in her own home. All she needs is a way to call someone in an emergency.

Our Jo eats anything. She will eat soap, lotion, and harmful bathroom products that look and smell good!

I shake, so using some of my tools is dangerous.

I leave my door unlocked because it's too hard to find and use the right key.



Safety and security is important. Adapted devices can help with many issues like poor balance, shaking, and blurred eye sight. Many devices help stop accidents and reduce the consequences when accidents do occur.

Fire & Smoke Alarms

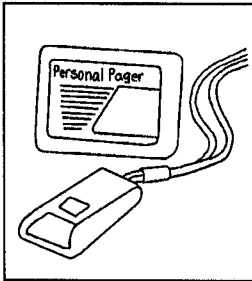
Carbon monoxide detectors and smoke alarms are good to have in every home. Some of them have flashing lights or bed shakers to go along with their beeping alarms. Fire extinguishers should be located in the kitchen or garage, in case of fires. Some fire alarms will dial an emergency number to call for help when the alarm goes off. Sprinklers can be installed in homes to help put out a fire. Contact local companies to see what might work best for you.

Water Safety

Water can be harmful and cause damage. There are tub mats that change color when the water is too hot. Special valves for showers prevent the water from getting too hot. Some shut off the water when it reaches a specific temperature and can be installed in faucets and showerheads. There are also devices that let you know when the water levels in tubs or sinks get too high or overflow.

Phones & Pagers

Cordless phones, cell phones, walkie-talkies and pagers can help in case of emergency. Many pagers allow you to call for help by pushing a button. A receiver beeps or vibrates telling the wearer you need help. Highlight speed dial buttons with emergency numbers to make it easier in case of an emergency.



personal transmitter

Some phones and phone services can help. They have a base station with a speakerphone and a small transmitter. The base station plugs into a power outlet and phone line and the transmitter can be clipped to a shirt pocket or belt buckle. When you press the button on the transmitter, a signal is sent to the base station. The base station then calls specific numbers for help. These can be family, friends, or 911 operators. The base station will continue calling until it gets an answer.

Aids to Limit Access

Install fences and locked gates around pools, Jacuzzis or other water areas to keep family safe. You can even use gate alarms to alert you if someone opens one. There are alarms for the pool that float in the water. If something falls or drops in the pool the alarm goes off.

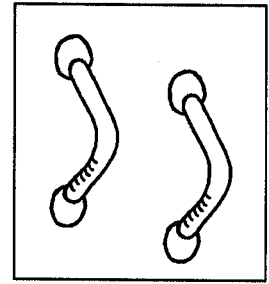
Wall-mounted soap and shampoo dispensers help keep them out of reach. You can use locks on cabinet doors and drawers where you store harmful products. Use other child proof devices like outlet plugs, stove or oven locks, and fridge locks. Use baby gates to keep someone out of a harmful area.

Stabilizing Aids

Grab bars and handrails can be used to help people stand and walk. Put them in bathrooms, hallways, work areas, and along both sides of stairs. Handrails also work for people who get dizzy, have coordination problems, and walk with difficulty.

If a person stumbles easily, add more light to an area so they can see where they are walking. You can also use tread grips on stairs, or even put in ramps to keep someone from tripping and falling. A person can use a walker for more support when walking and moving around. Some have seats for a person to sit on if they get tired or baskets to carry things. You can also use the basket to carry things with you like a phone or medicine that you need to get to quick.

Seat lifts are cushions with springs that help a person stand up and gives them support to keep their balance. As you start to rise, the cushion lifts and helps you move up and out of the chair.



safety grips

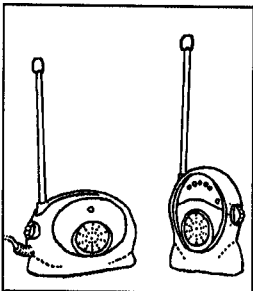
Adaptive Utensils

If a person has tremors or spasms, they may have trouble holding onto things like cups, utensils, and cigarettes. There are low-tech devices that give support and reduce accidents and frustration. Heavy coffee cups with large handles and wide bottoms are less likely to be tipped. Oversized ashtrays, which have sand or water added to them, can reduce fire hazards. Utensils with large handles are easier to hold in your hand. You can modify your own knives, forks, and spoons by adding foam tubs or molding putty to the handles. You can get writing aids that are heavier or that have a larger platform to make it easier to hold. A heavier pen doesn't fly out of your hand as easy as a regular pen.

If you have trouble unlocking or locking doors, don't leave them unlocked and make your home unsafe. You can get grips or handles for your keys to make it easier to hold and give you more leverage to turn them. You can also get key-less door locks that use cards you swipe or keypads. All you have to do is punch in a number.

Things to Make Life Safer...

- Color code frequently used items, i.e., edibles like sugar, pudding, and cream are color coded blue; cleaning supplies are color coded red; personal care products like toothpaste, shampoo, and eye drops are color coded yellow
- Be attentive to the alerting signals family pets provide regarding visitors and emergency situations
- Replace or eliminate tools that pose risks
- Replace metal knives with plastic or rolling blades
- Attach brightly colored labels to materials that are hot, poisonous, flammable, or otherwise dangerous to identify products that are "off limits"



monitor

Identification

Sometimes a loved one gets disoriented and wanders. The first thing is to have them wear or carry some type of ID. It should have their name, address and telephone. You can also use labels that are sewn or ironed on clothes. Be sure information is in a person's wallet or even worn as jewelry. Medic alert bracelets can let someone know of a special medical need. They can be purchased at local pharmacies.

You can also get talking ID's. Just record a name, address, and phone number, as well as any special needs in case of an emergency. When the button is pressed, the 20-second message plays, giving someone the information that they need to help.

National programs can be used for a one-time fee. A person is registered and given a bracelet or necklace to wear. This carries a toll free number and a brief message on what to do if found. Help is available 24 hours, 7 days a week, no matter where they are found. When the number is called, the program calls the family.

Monitoring & Surveillance Devices

Electronic alarms can be hung on the metal doorknob of any non-metal door. If anyone touches the knob, the alarm sounds. Baby monitors can be used to monitor a room. Wireless doorbells used in businesses can be put on the bedroom door to let you know when it is opened. You can also use something as simple as bells or chimes that make a noise when they are moved. Motion detectors can alert you when someone is sleepwalking or wandering. Motion-sensitive lights also can be installed to draw attention to wandering. There are alarms that can be worn. If a person gets past a certain distance, the alarm goes off. It also helps you locate them.

High tech monitoring uses video cameras and microphones that let you see and hear anywhere inside or outside your home. Using a standard TV, you can monitor activity to prevent accidents and to keep everyone safe.